



STATE OF MONTANA MONTANA DEPARTMENT OF TRANSPORTATION JOB PROFILE AND EVALUATION

SECTION I - Identification

Working Title: DBE Program Manager

Department: Transportation

Class Code Number: 131996

Division & Bureau:
Human Resources
Civil Rights Bureau

Class Code Title: Business Operations Supervisor

Section & Unit:

Pay Band: 6

Work Address: 2701 Prospect Avenue
Helena, MT 59620

Position Number : 05003

Phone: (406) 444-6331

☐ FLSA Exempt

☒ FLSA Non-Exempt

Profile done by: Sheila Cozzie
Bureau Chief, Civil Rights

Work Phone: (406) 444-6337

Jennifer Jensen, HR Division Administrator

Work Unit Mission Statement or Functional Description:

The Human Resources Division provides leadership for a comprehensive human resource program for over 2,200 employees of the Montana Department of Transportation, located in five districts across the State of Montana and in the Helena headquarters. Division responsibilities include attracting and retaining a talented and diverse group of employees with career advancement potential; creating a organizational culture that encourages growth and continuous learning opportunities; promoting a high level of professionalism, innovation, and productivity; creating a safe working environment for all agency employees; and developing policies, systems, and service strategies that contribute to the welfare of the agency and employees while being mindful of our responsibility to maintain confidentiality, be supportive, and provide a flexible atmosphere. The Division maintains a supportive, customer-service orientation and is responsive to the changing needs and expectations of the agency we serve.

The Workforce Planning Bureau manages recruitment and selection; job classification, soft-skill and career development training for employees; ongoing workforce development initiatives and succession planning programs. The Civil Rights Bureau manages the Equal Employment Opportunity (EEO) and Affirmative Action (AA) programs for both Title VI and Title VII; state laws and regulations associated with civil rights; the Disadvantaged Business Enterprise (DBE) Program; external labor and EEO contract compliance; Title I and Title II of the Americans with Disabilities Act (ADA); Federal Transit Authority (FTA) and Federal Aeronautics Administration (FAA) DBE and EEO compliance and supportive services programs. The Office of Occupational Safety and Health administers the following programs: Occupational Safety and Health addressing compliance with standards, rules and guidelines applicable to general, construction and transportation industries; Workers' Compensation Claims Management; Return to Work Program/Work Thru Program; Risk Management & Tort Defense.

Describe the Job's Overall Purpose:

The DBE Program Manager manages daily operation of the Agency's Disadvantaged Business Enterprise (DBE) program to ensure MDT and contractor compliance with laws and regulations. This includes DBE eligibility recommendations; investigating charges of discrimination regarding certification or denial of applying firms; ongoing compliance monitoring; program specific data management; and a variety of other duties. The DBE Program Manager affects the overall function of the Department by maintaining compliance that assures continuing federal funding for MDT projects. The DBE Program Manager reports to the Civil Rights Bureau Chief and the Human Resources Administrator and supervises the DBE Supportive Services Program and staff.

SECTION II - Major Duties or Responsibilities

% of Time

PROGRAM MANAGEMENT

85%

Reviews certification applications, ensuring all required support documents have been provided, and analyzes the application and support documents to determine federal regulations and the MDT DBE Program eligibility criteria are met. This includes analysis of: capital contribution, financial statements, and statements of personal net worth, federal income tax documents, business records, corporate documents, and proof of minority status.

Determines if the firm is a viable business, affiliated with or closely tied to non-minority firms, is a for-profit firm, who owns it by ownership percentages, and the business size. This includes physical on-site inspections/interviews with applicant firms at their place of business to determine if: the application is accurate, the eligible individual is in control of the firm, there are no restricting agreements; and to view equipment and spaces to see if it is shared with other firms, and determine overall eligibility of the firm.

Conducts on-site inspections/interviews at project sites to determine if the DBE is performing commercially useful functions on identified subcontract work items while using their own equipment and workforce. The DBE Program Manager also reviews field project engineer records to determine personnel are following established DBE related procedures.

Recommends certification, recertification, denial, or removal of certification to the Civil Rights Bureau Chief. These are based on investigation of the application, support documentation, on-site interviews, and compliance with USDOT certification guidance, the 49th CFR (Code of Federal Regulations) Part 26, the MDT DBE Program, 13th CFR, 23rd CFR Part 200, Sub-chapter C, and other applicable laws and regulations.

Completes complaint investigations including investigative planning; interviews, and researching documentation. Analyzing allegations and issues, presenting objective facts, findings and conclusions and recommending appropriate action, including denial, rescission, decertification, sanctions, and debarment of certification. The DBE Program Manager reports evidence that program regulations are being abused immediately after investigation, recommends corrective action, and produces written file reports and documentation.

Produces a monthly written report to the Civil Rights Bureau Chief including the number of firms certified, recertified, and decertified, training provided, and other program specific accomplishments.

Provides information and drafts quarterly reports on DBE goal achievements to the Civil Rights Bureau Chief based on monthly bid lettings, consultant design, contractor payments, and other MDT program areas involving federal funding. Develops annual DBE Program numerical goals associated with MDT, including Federal Highway Administration (FHWA), Federal Aviation Administration (FAA), and Federal Transit Administration (FTA) federal funding sources.

Maintains a computerized database for existing programs, including all federal-aid contracted dollars, sub-contracted amounts, commitments to subcontract, payments to prime and subcontractors, and actual achievement of DBEs in the federal-aid program. This includes on-going active participation with IT to assure the database provides the necessary information according to federal regulations.

Maintains the DBE Program Directory. This involves maintaining all DBE vendor data in PES/LAS and in the DBE Application Suite. This also involves assuring that the on-line DBE Directory is at all times updated with the most current information. This is a federal requirement.

Answers inquiries from the general public, prospective applicants, other agencies, and county, city and tribal governments regarding all program activities.

Compiles DBE bid information by maintaining a liaison with prime contractors and subcontractors and compiling information for the program's bidder's list. This involves maintaining all NAICS Code data in the vendor table in PES/LAS.

Coordinates the bidder's list survey, ensuring that appropriate mailings are conducted, and responses are received and entered into the bidder's list database. Tracks actual dollar payments to prime and subcontractors to determine annual goal accomplishments.

Program budget oversight, involves developing annual work plans which are the basis for Federal Highway Administration program funding, ensuring expenses incurred are allowed, reconciliation of monthly expenses to budget, allocation of funds for designated expenditures, processing budget obligations, developing long and short term budget obligations, and pursuing additional grant funding for program.

Approving goals and objectives of program. Prioritizes these goals/objectives and determines focus of resources and timelines to achieve the program goals. Interpret federal and state guidelines to develop program that complies with guidelines.

Approving quarterly and yearly statistical and narrative summary reports of the DBE Supportive Services program for FHWA, FTA, FAA, Civil Rights Bureau Chief and the MDT Director. These summarize the program, focusing on challenges with recommendations to improve program effectiveness, goals, and goal achievement.

Oversight of DBE Supportive Services networking opportunities for Montana with other federal, state, and private agencies. Approve development of strategies for increasing and encouraging DBE participation. Approving marketing materials for distribution, including the DBE Supportive Services Procedures Manual, brochures, and applications.

Oversight and approval of development of company-specific training programs for DBE companies by reviewing proposals submitted by the DBE Supportive Services Coordinator. Reports to Civil Rights Bureau Chief and FHWA on the progress of program achievements or issues hampering program success.

Oversight and approval of the preparation of the DBE monthly newsletter and development of the DBE Business Pages by reviewing final draft documents, assessing content quality and applicability to audience.

Conducts all aspects of DBE training programs across the state including explaining complex program policies and procedures and federal regulations to MDT employees, other state agencies, tribal and local governments, contractors and other interested parties.

Develops program specific brochures, literature and general correspondence for public use and assists with handout designs, visual aids and manuals for use by the contracting community and minority/female sources.

SUPERVISION

10%

Supervising the DBE Supportive Services Coordinator and temporary staff, including determining responsibilities of the positions, and setting and assessing performance goals. Providing training and resources to enable staff to successfully complete work.

ALL OTHER DUTIES AS ASSIGNED

5%

Performs a variety of other duties in support of on-going division and department operations. This includes assisting with special projects, attending meetings and conferences, and participating in on-going training and educational programs as needed and directed.

2. *Specific examples of problems solved, decisions made, or procedures followed when performing the most frequent duties of this position.*

- Identifies initial and sustained eligibility for DBE businesses
- Makes frequent independent interpretive decisions related to an applicant's eligibility and compliance
- Often provides information to external entities in numerous areas which impact MDT and HR credibility and reputation.
- Conducts investigations, makes recommendations for correcting deficiencies, and enforces contractor compliance with DBE regulations.
- Avoids errors and litigation that affect receipt of federal highway funding in Montana.

2. *The most complicated aspect of this position is?*

Developing and achieving specific numeric goals for three different federal agencies with different regulations. Tracking and ensuring prime and subcontractor compliance with federal, and state program requirements, and maintaining an up-to-date program based on everchanging laws and contractors.

Continuing to assure that the Department's DBE Program has a voice with all outside sources in order for the needs of the program to be continually met. Assuring that all databases that play a role in the areas that Civil Rights is responsible for, remain updated with the latest federal requirements. Supervising the DBE Supportive Services staff.

3. *Guidelines, manuals or written procedures support this position are?*

US DOT certification guidance, 13 CFR, 23 CFR Part 200 sub-chapter "c", 49 CFR part 26, and MDT DBE policy and procedures.

5. *Which of the duties and/or specific tasks listed under 1. (above) are considered "essential functions" which must be performed by this position (with or without accommodations)? (If you need information or training on the identification of essential functions, please contact MDT Human Resources Division.)*

The following duties are considered essential functions because they require specialized expertise and skill and are the primary reasons the job exists:

Duty A: Program Development Management

The following mental and physical demands are associated with these essential functions:

PHYSICAL

- Light lifting (less than 10 lbs.)
- Carry light items (papers, books, small parts)
- Remaining seated for extended periods of time, with occasional walking; standing; bending
- Travel within the state to program sites, and out of state travel by airline to national conferences and meetings.
- Operating a personal computer
- Communicate in writing, in person, and over the phone

MENTAL

- Deal with the public on a regular basis
- Ability to multi-task
- Demands for accuracy in all aspects of work
- Ability to meet inflexible deadlines
- Comparing data
- Compiling information
- Analyzing
- Coordinating
- Synthesizing
- Negotiating
- Instructing

6. *Does this position supervise others?* ☒ Yes ☐ No
Number directly supervised: 1 permanent and up to 1 full-time temporary
Complexity level of the positions supervised. 6, 4
Position Number(s) of those supervised. 33201, temporary

7. *This position is responsible for:*
- | | | | |
|--|---------------------------------|---|--|
| <input checked="" type="checkbox"/> Hiring | <input type="checkbox"/> Firing | <input checked="" type="checkbox"/> Supervision | <input type="checkbox"/> Pay Level |
| <input checked="" type="checkbox"/> Performance Management | | <input checked="" type="checkbox"/> Promotions | <input checked="" type="checkbox"/> Discipline |
| <input type="checkbox"/> Other: | | | |

8. *Attach an Organizational Chart.*

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Critical knowledge and skills required for this position:

Knowledge of:

- Knowledge of personnel management principles, policies and procedures
- Principles and procedures for Disadvantaged Business Enterprise program, and labor relations, negotiation, and DBE program management systems including all Trns*Port and oracle based databases.
- Business Management - Knowledge of principles of managing a business including financial and operational management, marketing and systems management.

- Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process related to DBE's.
- Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Arithmetic, algebra, geometry, calculus, statistics, and their applications.
- Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media. Knowledge of MS Office Suite e.g., Publisher, Word, Excel, Project, Outlook. Extensive computer knowledge to develop and interface multiple applications including Oracle, Access, Excel, and Word. Knowledge of appropriate communication requirements in order to clearly and concisely work with several multi-media formats such as email, telephone and face-to-face.

Skill in:

- Understanding written sentences and paragraphs in work related documents.
- Talking to others to convey information effectively.
- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Communicating effectively in writing as appropriate for the needs of the audience
- Using logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Adjusting actions in relation to others' actions.
- Bringing others together and trying to reconcile differences.
- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Monitoring/Assessing performance of self, others, or organizations to make improvements or take corrective action.

Ability to:

- Read and understand information and ideas presented in writing, including conflicting regulations within US DOT certification guidance, 13 CFR, 23 CFR Part 200 sub-chapter "c", 49 CFR part 26, Montana state codes and MDT DBE policy and procedures.
- Listen to and understand information and ideas presented through spoken words and sentences.
- Communicate information and ideas in speaking so that staff and others will understand.
- Communicate information and ideas in writing so that staff and others will understand.
- Tell when something is wrong or is likely to go wrong (recognizing there is a problem).
- Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Apply general rules to specific problems to produce answers that make sense.
- Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly-unrelated events).
- Speak clearly so others can understand.
- See details at close range (within a few feet of the observer).

Behaviors required to perform these duties?

INTERPERSONAL SKILLS

Proactively seeks consultation with the customer about strategic issues, problems and expectations; actively provides support, recognition and appreciation; establishes, maintains and uses network; willingly shares information as appropriate for the position.

DECISION-MAKING

Makes effective, timely, fact-based decisions on complex issues; reflects on past experience and weighs the pros and cons of alternative courses of action before deciding on what approach to take; advocates new ideas and initiatives; recognizes potential or opportunity that is beneficial to the organization.

CREATIVE PROBLEM-SOLVING

Develops ideas that are unique contributions to work unit services and processes; identifies root causes of problems and thinks of alternative solutions; challenges the status quo by experimenting with new ideas.

ADAPTABILITY/FLEXIBILITY

Maintains effectiveness and focus when dealing with uncertainty, change or transition; willing to experiment and take risks in trying different approaches; breaks out of usual patterns of behavior to achieve results.

LEADERSHIP/ MENTORING

Supports and defends the group and its reputation in the larger organization; removes roadblocks if possible to ensure group achieves its goals; identifies conflict in the team and facilitates a resolution.

ACCOUNTABILITY/INITIATIVE

Openly solicits feedback about own behavior and puts suggestions into action; recognizes ways to improve productivity and customer service; understands how personal actions directly affect the success of the organization; engages in professional self-development opportunities.

ETHICS / INTEGRITY

Consistently models high standards of honesty, integrity, trust, openness, and respect for the individual; encourages collaboration, trust, foresight, listening, and the ethical use of power and empowerment; fosters an organizational culture with high ethical standards by appropriate recruitment, training and rewards so employees adhere to shared ethical standards..

COMMITMENT

Supports team by assisting all members to contribute to results; willingly takes turn with different jobs, cross trains or picks up the slack as needed; understands that all members of a team are necessary in accomplishing the work and encourages without taking over or controlling; actively participates in team decisions and outcomes (even in the absence of consensus) through actions and communications.

COMMUNICATION

Encourages open, honest and constructive expression of ideas and opinions. Demonstrates active listening skills. Asks questions or requests more information for further understanding. Responds directly and thoroughly to questions. Listens to and demonstrates compassion or sensitivity towards others' viewpoints and opinions. Addresses misunderstandings and misperceptions directly and clearly. Is sensitive and uses good judgment in receiving, communicating, and managing confidential information. Builds rapport, establishes strong, cooperative working relationships and interaction. Provides support, appreciation, and recognition to others. Creates an atmosphere of trust by interacting openly and directly. Exhibits composure and straightforwardness. Demonstrates diplomacy and tact.

Education:

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No education required | <input type="checkbox"/> Related AAS/2-years college/vocational training |
| <input type="checkbox"/> High school diploma or equivalent | <input checked="" type="checkbox"/> Related Bachelor's Degree |
| <input type="checkbox"/> 1-year related college/voc. training | <input type="checkbox"/> Related Master's degree |

Please specify the acceptable and related fields of study:

Required/Acceptable: Business Administration, Business Management, Public Administration, or a related field.

Related:

Other education, training, certification, or licensing required (specify):

Experience:

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No prior experience required | <input type="checkbox"/> 3 to 4 years |
| <input checked="" type="checkbox"/> 2 years | <input type="checkbox"/> 5 or more years |

Other specific experience (optional):

Experience may substitute for education on a year-for-year basis.

Alternative Qualifications:

This agency will accept alternative methods of obtaining necessary qualifications.

☒ Yes ☐ No

Experience may substitute for education on a year-for-year basis.

SECTION IV – Other Important Job Information

SECTION V – Signatures

Signature indicates this statement is accurate and complete.

Employee:

Leslie Wootan-Hartung	DBE Program Manager
Name:	Title

Signature

Date

Immediate Supervisor:

Sheila Cozzie	Chief, Civil Rights Bureau
Name:	Title

Signature

Date

Division/District Administrator:

Jennifer Jensen	Administrator, Human Resource Division
Name:	Title

Signature

Date

Department Designee:

Jennifer Jensen
Name:

Administrator, Human Resource Division
Title

Signature

Date